

PERSONNEL SELECTION CRITERIA FOR
EMERGENCY RESPONSE TEAM BASED ON
FIRE SAFETY AWARENESS FOR AN
ORGANIZATION

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SUPERVISOR'S DECLARATION

I hereby declare that I have checked this thesis and in my opinion, this thesis is adequate in terms of scope and quality for the award of the degree of Bachelor in Occupational Safety and Health (Hons)

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STUDENT'S DECLARATION

I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

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ABSTRACT

Increasing number of fire accident in Malaysia leading a greater demand on Emergency Response Team (ERT). Improper selection for ERT personnel could risk a larger fire accident happen in the future. Thus, fire safety awareness should be a main concern to select ERT personnel in every organization. A study on personnel selection for ERT based on fire safety awareness involving ERT members in Universiti Malaysia Pahang (UMP) and Zaque's Hotel Sungai Petani, Kedah had been done by using questionnaire. A structured questionnaire was used to determine the level of understanding ERT on fire safety. This questionnaire were participated by 65 respondents which is 60 respondents from UMP and 5 respondents from Zaque's Hotel. It was found that the level of understanding ERT on fire safety in UMP are better than Zaque's Hotel. ERT members in UMP are also better than Zaque's hotel. In conclusion, there are four criteria that need to be complying by all ERT members in the organization.

ABSTRAK

Peningkatan bilangan kemalangan kebakaran di Malaysia menyebabkan permintaan yang lebih tinggi terhadap Pasukan Tindakan Kecemasan (ERT). Cara pemilihan yang tidak betul bagi ahli ERT boleh membahayakan kemalangan kebakaran yang lebih besar berlaku pada masa akan datang. Oleh itu, kesedaran keselamatan kebakaran harus menjadi perhatian utama untuk memilih ahli ERT dalam setiap organisasi. Satu kajian mengenai pemilihan kakitangan ERT berdasarkan kesedaran keselamatan kebakaran yang melibatkan ahli ERT di Universiti Malaysia Pahang (UMP) dan Zaque's Hotel Sungai Petani, Kedah telah dijalankan dengan menggunakan soal kaji selidik. Soal kaji selidik berstruktur digunakan untuk menentukan tahap pemahaman ERT mengenai keselamatan kebakaran. Soal selidik ini disertai oleh 65 responden dimana seramai 60 responden terdiri daripada UMP dan 5 responden pula daripada Hotel Zaque's. Hasil daripada kajian, didapati bahawa tahap pemahaman ERT mengenai keselamatan kebakaran di UMP adalah lebih baik daripada Hotel Zaque's. Ahli ERT di UMP juga lebih baik daripada Zaque's Hotel. Sebagai kesimpulan, terdapat empat kriteria yang perlu dipatuhi oleh semua anggota ERT dalam organisasi.

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LIST OF SYMBOLS

X *Total Number of Correct Question*

LIST OF ABBREVIATIONS

ADSS	Active Dynamic Signage System
BCP	Business Continuity Plan
ERP	Emergency Response Plan
ERT	Emergency Response Team
FEEP	Fire Emergency Evacuation Plan
FRD	Fire and Rescue Department
NFPA	National Fire Protection Association
RNRMU	Russian National Research Medical University
RRO	Regulatory Reform
SOP	Standard Operating Procedure
SPSS	Statistical Package for the Social Science
UMP	Universiti Malaysia Pahang

CHAPTER 1

INTRODUCTION

1.1 Background Study

Emergency Response Team or known as ERT actually one group of people or member in organization that has responsibilities to prepare and also respond to any emergency incident happen at their places which can interrupt their business operations. ERT also consists of top-level management which their functions are as representative for their agency involving in any response activities. ERT also contribute as technical expertise and support the delivery of the emergency resources used to support local emergency operations (George D. Haddow, 2007).

Examples of emergency incidents that required ERT have been list by The American Red Cross Organization (2018) are chemical emergency, earthquake, fire, flood, heat wave, hurricane, land slide, thunderstorm, tornado, tsunami, terrorism, winter storm, water safety and power outage. This team also generally made by specific members that has been designated before any incident occur. Some of members also include group of willing volunteers.

Every change in the process of the training can assist to identify the improvements and weaknesses of the problems. It was suggested that the ERTs' attitude towards fire safety need to change for better. Next, behaviour of the participants on taking educational training also need to be change for ERT members act correctly in the future (Andrej Cebela, 2012).

Fire safety awareness among ERT members can be determining by verify their knowledge of escape routes in their building and their preparedness for fire emergency. ERT members also need to know the right action on before, during and after of fire incidents happen. Hostel in Universiti Malaysia Pahang (UMP) has been chosen to do

this study. All ERT members will be evaluate on their knowledge about emergency response plan based on fire safety perspective.

1.2 Problem Statement

Emergency Response Team is a main concern in producing emergency management operations (Azuddin Bahari et al.(2001)) . This is because every employer wants to make sure that fire, or any other incidents will not occur in the organization, but not all risks can be avoided because it can happen at any time.

To reduce the consequences of incidents, all organizations are advised to arrange in-house emergency response services which mean the organization need to build ERT that can eligible to create Standard Operating Procedure (SOP) for any accident and well prepared.

Hostel for educational also needs ERT members since the students are being exposed to fire accident is higher. Based on US Fire Administration, accidents related to fire in 2015 are being worried because hostel and residential places are same in terms of internal environment. Utusan Online 2015, Russian National Research Medical University (RNRMU), Moscow, has been involved in fire accidents at their hostel and 21 students from Malaysia are involved in the fire accidents. Fire rescue from Moscow reported that this can be avoid if the hostel have ERT members and guide all victims to safe place.

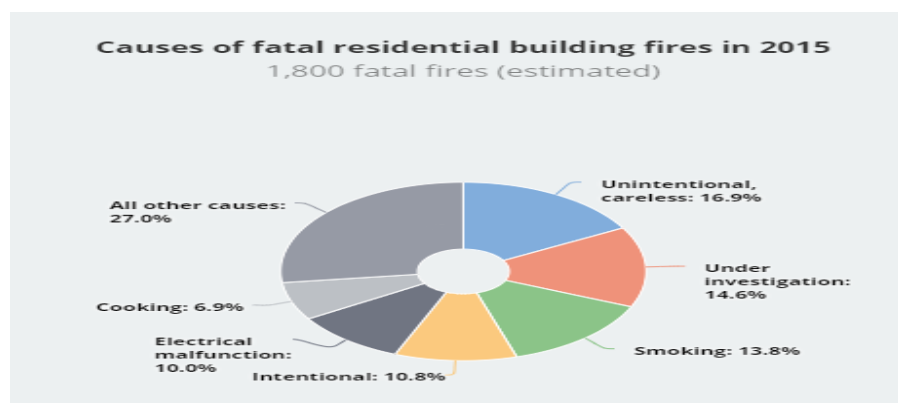


Figure 1.1: Statistic Cases Fatal Residential Building Fire (US Fire Administration,2015)

Meanwhile in Malaysia, Hostel Kolej Kemahiran Johor destroyed in fire on July 2018 and be reported Sinar Harian 2018. Fire rescue had reported that third floor of the hostel totally destroyed and there are two students need to have emergency help in the incident. Unfortunately, they have ERT members in the hostel, but their ERT do not know the right action need to be taken when fire happen. This has been proved that criteria of ERT members are important especially in fire incident. What exactly criteria have to be as ERT? This question has been asked to determine the right personnel of ERT in any organization.



Figure 1.2: Fire Accidents in Kolej Kemahiran Johor (Sinar Harian Online 2018)

On average, about 6000 premises are destroyed by fire every year, (New Straits Times, 2017). All of these 2400 are private houses and hostel. According to the Fire and Rescue Department (FRD)'S statistic between 120 and 150 people perish in fires annually.

The selection criteria for Emergency Response Team in fire safety are one of important to select ERT members. As the size of an incident grows, and as more resources are drawn into the event, the command of the situation may shift through several phases (John W. Jones, 1988).

What criteria need to be as ERT members? Volunteer or ad hoc team are enough to be in ERT members?

There is no previous study or research due to the fire safety awareness as part of personnel selection of ERT in an organization at Malaysia. Most of previous research and study focus on evaluating effectiveness of an improved active dynamic signage

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